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ABSTRACT OF THE DISCLOSURE

A method and apparatus create a dynamic grammar pertaining to a current user from a global database of data items. A user first identifies himself to the system using a predetermined input identifier, such as an account number, for example. On the basis of this input identifier, the system of the present invention extracts from a global customer database those data items that are associated with the input identifier of the customer. A dynamic grammar including these extracted data items is created, and the system performs a search for a particular data item within this dynamic grammar on the basis of further search criteria that are provided by the customer.

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